

Amendment to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (currently amended): A method for generating information on new solutions for solving a plurality of problems, the generated information being output to a display at a site server, comprising the steps of:

receiving, at the site server, an instruction including an information on a database to be searched related to a problem input by a user;

searching either one of a meta database or a case database in accordance with the information, the meta database storing information on common rules to resolve each of the plurality of problems, the common rules being extracted from the plurality of problems and being classified according to characteristics of each of the plurality of problems, which has been the meta database being provided within a second apparatus including a content offer server in advance, or a the case database storing information on a plurality of problems which have occurred in the past, and the case database being provided within a server, in accordance with the information;

determining whether or not the meta database is to be searched in accordance with the information on the database to be searched;

searching said meta database, if it is determined that the meta database is to be searched, or searching said case database, if it determined that the meta

database is not to be searched, for a rule for solving the problem in response to the instruction received input, the meta database including a plurality of rules extracted from a plurality of actual examples regarding new solutions for any of the plurality of problems, each of the rules being a physical or chemical rule having been indexed by both an improving physical or chemical parameter and a deteriorating physical or chemical parameter in advance, the case database containing the new solutions to solve the plurality of problems, each example including an instrument having a predetermined function according to the plurality of rules to determine information on a relationship between one of the solutions and one of the problems to be solved thereby to generate data regarding the examples of new solutions; and

displaying on said display at the site server, information on said data regarding the examples of new solutions to solve the problem related to the instruction input with corresponding instruments and with corresponding rules in the plurality of rules in the meta database.

2. (original): A method according to claim 1, further comprising the step of displaying a plurality of solution rules based on said meta rule searched out from said meta database in order to urge the user to think up an idea for a new solution.

3. (original): A method according to claim 1, further comprising the step of displaying a plurality of examples of solution searched out from said case database in order to urge the user to think up an idea for a new solution.

4. (original): A method according to claim 1, further comprising the step of displaying a plurality of solution rules based on said meta rule searched out from said meta database, and a plurality of proposed contents that offer a solution based on said solution rules in order to urge the user to think up an idea for a new solution.

5. (previously presented): A method according to claim 1, further comprising the step of displaying a plurality of solution rules based on said meta rule searched out from said meta database, a plurality of examples of solution searched out from said case database, and a plurality of contents that offer said solution examples in order to urge the user to think up an idea for a new solution.

6. (previously presented): A method according to claim 1, wherein in order for each customer to be offered customized solutions and contents, a company database is provided that is concerned with companies which said customer belong to, and searched for each customer's information, and problems and solutions supposed for each customer are enumerated by use of said search result.

7. (previously presented): A method according to claim 1, wherein in order for each customer to be offered customized solutions and contents, a company database is provided that is concerned with companies which said customers belong to, and a problem from each customer is easily solved by displaying said contents selected according to the type of said customers.

8. (currently amended): An information service providing system comprising:
means for accepting, at a first apparatus, data including an information on a database to be searched about a problem sent from a demander who requests for providing an information service;

means for determining whether or not a meta database is to be searched in accordance with the information on the database to be searched;

means for searching for a rule for solving the problem in the meta database, if it is determined that the meta database is to be searched, or searching a case database, if it is determined that the meta database is not to be searched, in accordance with the information, and in response to an instruction input by the demander, where the meta database and the case database are provided in a second apparatus including a content offer server in advance, the meta database including a plurality of rules extracted from a plurality of actual examples, each of the rules being a physical or chemical rule having been indexed by both an improving physical or chemical parameter and a deteriorating physical or chemical parameter in advance, the case database including a new solution to solve the problem, each example including an instrument having a predetermined function according to the plurality of rules to determine an information on a relationship between a solution and a problem to be solved thereby,

wherein the meta database stores information on common rules to resolve the problem, the common rules being extracted from a plurality of problems and being classified according to characteristics of each of the plurality of problems, and

wherein the case database stores information on a plurality of problems which have occurred in the past; and

means for displaying on a display connected to the first apparatus, data regarding the examples of new solutions to solve the problem of the accepted data with corresponding instruments and with corresponding rules in the plurality of rules in the meta database.

9. (original): A system according to claim 8, wherein said data accepting means receives data to be improved.

10. (original): A system according to claim 9, wherein said solution database stores said data of said solution rules concerned with said problem and said received data to be improved in association with each other.

11. (currently amended): A recording medium that can be read by a computer, the medium containing instructions stored therein for providing a solution to a problem, the instructions when executed causing the computer to perform the steps of:

accepting, at a first apparatus, data regarding an instruction of a problem by a user including an information on a database to be searched;

receiving said data of said problem;

determining whether or not a meta database is to be searched in accordance with the information on a database to be searched;

searching the meta database, if it is determined that the meta database is to be searched, or searching a case database, if it is determined that the meta database is not to be searched, for a rule for solving the problem, in response to the instruction and in accordance with the information on the database to be searched, where the meta database and the case database have been provided within a second apparatus including a content offer server in advance, the meta database including a plurality of rules extracted from a plurality of actual examples, each of the rules being a physical or chemical rule having been indexed by both an improving physical or chemical parameter and a deteriorating physical or chemical parameter in advance, the case database including a new solution to solve the problem, each example including an instrument having a predetermined function according to the plurality of rules to determine an information on a relationship between the solution and the problem to be solved thereby,

wherein the meta database stores information on common rules to resolve the problem, the common rules being extracted from a plurality of problems and being classified according to characteristics of each of the plurality of problems, and

wherein the case database stores information on a plurality of problems which have occurred in the past; and

displaying on a display at said first apparatus, data regarding the examples of new solutions to solve the problem of the accepted data with corresponding instruments and with corresponding rules in the plurality of rules in the meta database.

12. (currently amended): A recording medium that can be read by a computer, the medium containing instructions stored therein for providing a solution to a problem, the instructions when executed causing the computer to perform the steps of:

accepting, at a first apparatus, data regarding an instruction of a problem by a user including an information on a database to be searched;

receiving said data of said problem;

determining whether or not a meta database is to be searched in accordance with information on the database to be searched;

searching, in accordance with the information on the database to be searched, the meta database, if it is determined that the meta database is to be searched, or searching a case database, if it is determined that the meta database is not to be searched, for a rule for solving the problem, where the meta database and the case database have been provided within a second apparatus including a content offer server in advance, the case database having solution rules stored in association with said data regarding a solution to solve the problem, and the meta database having examples of new solutions in association with said problem, each of the examples including an instrument having a predetermined function according to the rules, each of the rules being physical or chemical rules having been indexed by both an improving physical or chemical parameter and a deteriorating physical or chemical parameter in advance,

wherein the meta database stores information on common rules to resolve the problem, the common rules being extracted from a plurality of problems and being classified according to characteristics of each of the plurality of problems, and

wherein the case database stores information on a plurality of problems which have occurred in the past; and

extracting and displaying, at a display at the first apparatus, a new solution corresponding to a result of having searched for said solution rules and with corresponding rules in the plurality of rules in the meta database.

13. (original): A recording medium according to claim 12, wherein said function to extract said solution corresponding to said solution rules has a function to search a content database having information of solutions associated with said solution rules.

14. (previously presented): A method of claim 1, wherein the predetermined function of the instrument comprises an analyzing function.

15. (previously presented): A method of claim 14, wherein the instruction inputted by the user relates to a combination of a state selection, a part selection and an analysis condition of selection, and a corresponding solution comprises a combination of an analytical technique and an analytical instrument.

16. (previously presented): A method of claim 1, further comprising a step of displaying a history of said instructions input by said user.

17. (previously presented): A method of claim 15, further comprising a step of displaying a plurality of instruments in the solution with their priority levels in an order of degree of difficulty in destroying a sample to be analyzed when a morphologic observation is selected as the analysis selection.

18. (previously presented): A system of claim 8, wherein the predetermined function of the instrument comprises an analyzing function.

19. (previously presented): A system of claim 18, wherein the instruction inputted by the demander relates to a combination of a state selection, a part selection and an analysis condition of selection, and a corresponding solution comprises a combination of an analytical technique and an analytical instrument.

20. (previously presented): A system of claim 8, the displaying means further displaying a history of said instructions input by said demander.

21. (previously presented): A system of claim 19, the displaying means further displays a plurality of instruments in the solution with their priority levels in an order of degree of difficulty in destroying a sample to be analyzed when a morphologic observation is selected as the analysis selection.

22. (previously presented): A recording medium of claim 11, wherein the predetermined function of the instrument comprises an analyzing function.

23. (previously presented): A recording medium of claim 22, wherein the instruction inputted by the user relates to a combination of a state selection, a part selection and an analysis condition of selection, and a corresponding solution comprises a combination of an analytical technique and an analytical instrument.

24. (previously presented): A recording medium of claim 11, further displaying a history of said instructions of said user.

25. (previously presented): A recording medium of claim 23, the function further displays a plurality of instruments in the solution with their priority levels in an order of degree of difficult in destroying a sample to be analyzed when a morphologic observation is selected as the analysis selection.

26. (previously presented): A recording medium of claim 12, wherein the predetermined function of the instrument comprises an analyzing function.

27. (previously presented): A recording medium of claim 26, wherein the instruction inputted by the user relates to a combination of a state selection, a part

selection and an analysis condition of selection, and a corresponding solution comprises a combination of an analytical technique and an analytical instrument.

28. (previously presented): A recording medium of claim 12, the another function further displaying a history of said instructions of said user.

29. (previously presented): A recording medium of claim 27, the another function further displays a plurality of information in the solution with their priority levels in an order of degree of difficulty in destroying a sample to be analyzed when a morphologic observation is selected as the analysis selection.

30. (currently amended): A method for generating information on solutions for solving problems, the generated information being output to a display at a site server, comprising the steps of:

determining whether or not a meta database is to be searched in accordance with information on a database to be searched;

searching, at the site server, in response to an instruction including the information on the database to be searched related to the problem input by a user, the meta database, if it is determined the meta database is to be searched, or searching a case database, if it is determined that the meta database is not to be searched, for a rule for solving a problem, the meta database including a plurality of rules extracted from a plurality of actual examples regarding new solutions to solve problems, each of the rules being a physical or chemical rule having been indexed

by both an improving physical or chemical parameter and a deteriorating physical or chemical parameter in advance, each of the examples including an analytical instrument to generate a relationship between each solution and each problem to be solved thereby, the instruction being related to a combination of a state selection, a part selection and an analysis condition of selection, and a corresponding solution comprising a combination of an analytical technique and the analytical instrument,

wherein the meta database stores information on common rules to resolve the problem, the common rules being extracted from a plurality of problems and being classified according to characteristics of each of the plurality of problems, and wherein the case database stores information on a plurality of problems which have occurred in the past; and

displaying data on said display at the site server regarding the examples of new solutions to solve the problem input by the user along with corresponding instrument based on a search result and with corresponding rules in the plurality of rules in the meta database, history of input instructions, and a plurality of instruments in the solutions with their priority levels in an order of degree of difficulty in destroying a sample to be analyzed when a morphologic observation is selected as the analysis selection.

31. (currently amended): An information service providing system comprising:

means for accepting data including an information on a database to be searched about a problem sent from a demander who requests for providing an information service;

means for determining whether or not a meta database is to be searched in accordance with the information on the database to be searched;

means for searching the meta database, if it is determined that the meta database is to be searched, or searching a case database, if it is determined that the meta database is not to be searched, where the meta database and the case database have been provided in a content offer server in advance, for a rule for solving the problem in response to an instruction input by the demander and in accordance with the information on the database to be searched, the meta database including a plurality of rules extracted from a plurality of actual examples regarding a new solution to solve the problem, each of the rules being a physical or chemical rule having been indexed by both an improving physical or chemical parameter and a deteriorating physical or chemical parameter in advance, each of the examples including an analytical instrument to determine an information on a relationship between the new solution and the problem to be solved, the instruction being related to a combination of a state selection, a part selection and an analysis condition of selection, and a corresponding solution comprising a combination of an analytical technique and the analytical instrument,

wherein the meta database stores information on common rules to resolve the problem, the common rules being extracted from a plurality of problems and being classified according to characteristics of each of the plurality of problems, and

wherein the case database stores information on a plurality of problems which have occurred in the past; and

means for displaying data regarding the examples of new solutions to solve the problem along with corresponding instruments based on a search result and with corresponding rules in the plurality of rules in the meta database, history of input instructions, and a plurality of instruments in the solutions with their priority levels in an order of degree of difficulty in destroying a sample to be analyzed when a morphological observation is selected as the analysis selection.

32. (currently amended): A recording medium that can be read by a computer, the recording medium containing instructions stored therein for providing a solution to a problem, the instructions when executed causing the computer to perform the steps of:

receiving data of a problem in an instruction by a user, the instruction including an information on a database to be searched;

determining whether or not a meta database is to be searched in accordance with the information on the database to be searched;

searching the meta database, if it is determined that the meta database is to be searched, or searching a case database, if it is determined that the meta database is not to be searched, where the meta database and the case database have been provided in a content offer server in advance, for a rule for solving the problem in response to the instruction and in accordance with the information on the database to be searched, the meta database including a plurality of rules extracted

from a plurality of actual examples regarding a new solution to solve the problem, each of the rules being a physical or chemical rule having been indexed by both an improving physical or chemical parameter and a deteriorating physical or chemical parameter in advance, each of the examples including an analytical instrument to determine an information on a relationship between the new solution and the problem to be solved thereby, the instruction being related to a combination of a state selection, a part selection and an analysis condition of selection, and a corresponding solution comprising a combination of an analytical technique and an analytical instrument,

wherein the meta database stores information on common rules to resolve the problem, the common rules being extracted from a plurality of problems and being classified according to characteristics of each of the plurality of problems, and

wherein the case database stores information on a plurality of problems which have occurred in the past; and

displaying data regarding the examples of new solutions to solve the problem along with corresponding instruments by use of a search result and with corresponding rules in the plurality of rules in the meta database, history of input instructions, and a plurality of instruments in the new solution with their priority levels in an order of degree of difficulty in destroying a sample to be analyzed when a morphologic observation is selected as the analysis selection.

33. (currently amended): A recording medium that can be read by a computer, the medium having instructions stored therein for providing a solution to a

problem, the instructions when executed causing the computer to perform the steps of:

receiving data of a problem in an instruction by a user, the instruction including an information on a database to be searched;

determining whether or not a meta database is to be searched in accordance with the information on the database to be searched;

searching the meta database, if it is determined that the meta database is to be searched, or searching a case database, if it is determined that the meta database is not to be searched, in accordance with the information on a database to be searched, for a rule for solving the problem, where the meta database and the case database have been provided within a content offer server in advance, the case database having solution rules stored in association with said data regarding a new solution to solve the problem, and the meta database having examples of new solutions in association with said problem, each of the rules being physical or chemical rules having been indexed by both an improving physical or chemical parameter and a deteriorating physical or chemical parameter in advance, each of the examples including an analytical instrument, the instruction being related to a combination of a state selection, a part selection and an analysis condition of a selection, and a corresponding solution comprising a combination of an analytical technique and the analytical instrument,

wherein the meta database stores information on common rules to resolve the problem, the common rules being extracted from a plurality of problems and being classified according to characteristics of each of the plurality of problems, and

wherein the case database stores information on a plurality of problems which have occurred in the past; and

extracting and displaying a new solution corresponding to a result of having searched for said solution rules, history of input instruction, and a plurality of instruments in the solution with their priority levels in an order of degree of difficulty in destroying a sample to be analyzed when a morphologic observation is selected as the analysis selection.

34. (currently amended): A method for generating information at an engineering portal site, comprising the steps of:

determining whether or not a meta database is to be searched in accordance with information on a database to be searched;

searching, at the site, a meta database for a rule for solving a problem, if it has been determined that the meta database is to be searched, said meta database containing a physical or chemical rule or solution having been indexed by both an improving physical or chemical parameter and deteriorating physical or chemical parameter in advance, where the meta database has been provided within a content offer server in advance, in response to an instruction and improving physical or chemical parameter and deteriorating parameter, or an actual example, or if it is determined that the meta database is not to be searched, searching a case database regarding a new solution to said problem in response to said problem input by a user,

wherein the meta database stores information on common rules to resolve the problem, the common rules being extracted from a plurality of problems and being classified according to characteristics of each of the plurality of problems, and wherein the case database stores information on a plurality of problems which have occurred in the past; and

displaying data, on a display at the site, regarding the examples of new solutions to solve the problem with corresponding rules.

35. (previously presented): The method according to claim 1, further comprising the step of displaying, on the display, data regarding a result of searching the meta database if it is determined that the meta database is to be searched.

36. (previously presented): The system according to claim 8, further comprising means for displaying, on the display, data regarding a result of searching the meta database if it is determined that the meta database is to be searched.

37. (previously presented): The recording medium according to claim 11, further comprising the step of displaying, on the display, data regarding a result of searching the meta database if it is determined that the meta database is to be searched.

38. (previously presented): The recording medium according to claim 12, further comprising the step of displaying, on the display, data regarding a result of

searching the meta database if it is determined that the meta database is to be searched.

39. (previously presented): The method according to claim 30, further comprising the step of displaying, on the display, data regarding a result of searching the meta database if it is determined that the meta database is to be searched.

40. (previously presented): The system according to claim 31, further comprising means for displaying, on the display, data regarding a result of searching the meta database if it is determined that the meta database is to be searched.

41. (previously presented): The recording medium according to claim 32, further comprising the step of displaying, on the display, data regarding a result of searching the meta database if it is determined that the meta database is to be searched.

42. (previously presented): The recording medium according to claim 33, further comprising the step of displaying, on the display, data regarding a result of searching the meta database if it is determined that the meta database is to be searched.

43. (previously presented): The method according to claim 34, further comprising the step of displaying, on the display, data regarding a result of searching the meta database if it is determined that the meta database is to be searched.

44. (new): An information service providing system comprising:

means for accepting, at a first apparatus, data including information regarding a database to be searched about a problem, wherein the data is accepted from a user requesting an information service;

means for determining whether or not a meta database is to be searched in accordance with the information regarding a database to be searched;

means for searching for a rule for solving the problem in the meta database, if it is determined that the meta database is to be searched, or searching a case database, if it is determined that the meta database is not to be searched,

wherein the meta database includes a table having a first plurality of entries including at least one desired-to-improve parameter and at least one deteriorated parameter, the table arranged such that each of the at least one desired-to-improve parameter cross references each of the at least one deteriorated parameter, and the first plurality of entries further including at least one solution rule number corresponding to a combination of the at least one desired-to-improve parameter and the at least one deteriorated parameter, the combination being obtained by cross-referencing one of the at least one desired-to-improve parameter with one of the at least one deteriorated parameter; and

means for displaying solutions to the problem.

45. (new): The information service providing system according to claim 44, wherein the case database includes a second plurality of entries, including a field of the problem, a desired-to-improve parameter, a deteriorated parameter, a solution rule number, a problem name, and a solution to the problem.

46. (new): A method for generating information on new solutions for solving problems, the generated information being output to a display at a site server, comprising:

accepting, at a first apparatus, data including information regarding a database to be searched about a problem, wherein the data is accepted from a user requesting an information service;

determining whether or not a meta database is to be searched in accordance with the information regarding a database to be searched;

searching for a rule for solving the problem in the meta database, if it is determined that the meta database is to be searched, or searching a case database, if it is determined that the meta database is not to be searched,

wherein the meta database includes a table having a first plurality of entries including at least one desired-to-improve parameter and at least one deteriorated parameter, the table arranged such that each of the at least one desired-to-improve parameter cross references each of the at least one deteriorated parameter, and the first plurality of entries further including at least one solution rule number corresponding to a combination of the at least one desired-to-improve parameter and

the at least one deteriorated parameter, the combination being obtained by cross-referencing one of the at least one desired-to-improve parameter with one of the at least one deteriorated parameter; and

displaying solutions to the problem.

47. (new): The method according to claim 46, wherein the case database includes a second plurality of entries, including a field of the problem, a desired-to-improve parameter, a deteriorated parameter, a solution rule number, a problem name, and a solution to the problem.